aglearn+
adding to your knowledge

Explore the Call Center Business World!

Learn about call center business issues and how to deliver practical solutions! And, as always, you can **add to your knowledge at no cost to you, 24/7!**

What is the Call Center Business Exploration Series?

AgLearn's Call Center courses in the Business Exploration Series bring to life problems and solutions in the field of call center operations and improvement. The *Business Impacts* series includes courses such as *Managing Your Call Center More Efficiently* and *Creating an Effective On-hold Message*. The *Challenge* series includes courses such as *Determining Proper Expectation-management Techniques* and *Training Methods for CSRs in the Customer Contact Industry*. To access the Call Center Business Exploration Series, go to the *Business Exploration Series* section of the AgLearn catalog and click on the *Business Impact* or *Challenge Series* links.

As with all SkillSoft resources, these are available to all USDA employees at no cost to you!

  Click here to access the AgLearn Catalog!

AGLEARN.USDA.GOV   USDA